CANCER DETECTION PROGRAMS:
EVERY WOMAN COUNTS
Call Record Form Script –With Cervical Component

Good morning/afternoon/evening
Q1   Are you calling for a yearly breast exam and mammogram?
1=yes to breast only   2=no to both   3=no to breast but wants Pap test only
4=Wants both breast and Pap test   97=refused   98=don't know
99= did not ask

If "1" skip Q2; ask Q3-Q15; Ask Q16 if caller is 25 years old but less than 40 years old and lives within 50 miles of Pap provider. Ask Q18 if caller is 40 years old or over and lives within 50 miles of Pap provider.
If "2" ask Q2-Q3; Skip Q4 – Q5 and proceed to collect demographics from Q6 to Q15; do not offer Pap or screen for eligibility. Software will autofill with "did not ask".
If "3 skip Q2; ask Q3; and skip Q4-Q5 and Q16-Q17. Software will autofill with "did not ask".
If "4" skip Q2, ask Q3-Q15; skip Q16-Q17. Software will autofill with "Did not ask".

Q2   How can I help you?
10=Organization/intermediary -- Organization or Intermediary Representative
11=Provider -- Provider
12=Prev Cert <12mo. ago, Incomplete screening process -- Previously found eligible less then 12
          months ago but has not had any screening or has not completed Screening Process
13=Media -- Media (Print, Television, Radio)
14=Partnership -- Partnership
15=Other -- Type of Call scenario not covered
18=Caller with complaint -- Caller with complaint(s) about the program
19=F-PACT -- F-PACT provider calling for patient
20=Hang-up
21=Caller seeking treatment
22=Caller wants information only
23=Spouse/Other calling for client and wants information only

Q3   What is your home (work) zip code?

Enter zip code.   97=refused   98=don't know   99=did not ask

Select County
(Software will automatically map county depending on zip code. Information Specialist will then verify county and select correct county from a drop-down menu if incorrect.)

Q4-A Have you ever received a free breast examination through this program before?
1=yes   2=no   97=refused   98=don't know   99= did not ask

If yes to above:
Q4-B: When did you have your last breast exam through this program?
1=<1 year ago   2=1-2 years ago   3=3 years ago 4=more than 3 years ago

If last exam was less than a year ago:
P1   I'm sorry since you had your exam less than a year ago, you are not eligible to receive another breast exam at this time.   However, you may be eligible for a Pap test. (Ask Q5)

Q5   Are you calling because you have a breast problem?
1=yes   2=no   97=refused   98=don't know   99= did not ask

P22   Pop-up dialog box:
Wants Pap   Does not want Pap

If yes to Q5 and caller had breast exam less than a year ago, has a breast problem and does not want Pap, refer to the CDP provider she saw for her breast exam. Go to P2 and end after collecting demographics. After demographics, go to P21.

If yes to Q5 and caller had breast exam less than a year ago and has a breast problem and wants Pap, refer to the CDP provider she saw for her breast exam before proceeding to qualification for cervical screening..

If caller had breast exam less than a year ago, no breast problem, and wants Pap:
Go to P3.

Introduction to demographic questions if caller had her last exams less than a year ago:
P2 Before we end this call, may I ask you a few questions to see whom we are reaching? (Ask Q6-Q15)

Ask the following demographic questions from all callers seeking screening or seeking information only. *For organization/intermediary representatives, provider, or media callers ask Q6 and Q7, code Q8 (sex) and Q9 (language) if known. Program will autofill race to age*. Do not ask Q6-Q15 from Partnership and F-PACT providers calling in behalf of their clients. *Program will autofill all demos.* For any other caller, use your own judgment whether demos are needed or not.

Introduction to demographic questions for callers seeking screening:
P3 Before we find out if you are eligible to receive the free exam(s), may I ask you a few questions to see whom we are reaching? Your answers will not affect eligibility for the program.

Q6   Have you called this toll free number before?
1=yes   2=no   97=refused   98=don't know   99= did not ask

Q7   How did you find out about the service today?
Codes are found in a pull-down menu. 100-903 with 997/998 for "refused/don't know" and 999 for "did not ask".

Q8   Are you female or male?
No need to ask unless there is a question about the sex of the caller. *(Defaults to female)*
1=female   2=male calling for self   3=male calling for female   97 = Refused   98 = Don't know 99= did not ask

If caller is male and seeking screening for himself:
P4 I'm sorry, this program covers women only. I can give you the phone numbers of Cancer Information Service and F-PACT. They may have other referrals in your area.
Give the numbers for the CIS and F-PACT and complete demographics.

P5 Before we end this call, can I ask you few more questions to see whom we are reaching? (Ask Q9-Q15). End with P7.

Q9   Primary Language
Select language of the call. *(Defaults to English)*
1=English   2=Spanish   3=Mandarin 4=Cantonese 5=Vietnamese   6=Korean
97 = Refused   98 = Don't know   99= did not ask

Introduction to race and ethnicity
P6 The next questions will help us identify who is using our service. It is up to you whether you answer or not, but please consider that having this information is very helpful to us in figuring out whether we are reaching those who need to know about our free program.

Q10   Are you Hispanic or Latino?
1=yes   2=no   97=refused   98=don't know   99= did not ask

Q11   I'm going to read a list of categories. Which of these groups would you say best describes you? Are you American Indian or Alaska Native, Asian, Black or African American, Pacific Islander, or White?

American Indian or Alaska Native	White
Asian	Unknown
Black or African American	Refused
Pacific Islander	Did not ask

The above field allows multiple selections. Select all that apply. Valid codes are listed numerically. Call Record Form screens list choices to match the order on the Recipient Eligibility Form.

If Black or African American, White, American Indian or Alaska native, Go to Q14 and skip Q12 and Q13.

If Asian: Go to Q12.

If Pacific Islander: Go to Q13.

Q12   Which of these groups best describes you? Are you… *(Read choices.)*

1	Chinese	8	Laotian
2	Vietnamese	9	Korean
4	Japanese	10	Asian Indian
5	Cambodian	97	Refused
6	Other Asian	98	Don't know
		99	Did not ask

(Note: Software will hard code "99" if first race question identified non-Asian race.) Valid codes are listed numerically. Call Record Form screens list choices to match the order on the Recipient Eligibility Form.

Q13   Which of these groups best describes you? Are you… *(Read choices.)*

3	Guamanian	13	Samoan
7	Filipino	97	Refused
11	Other Pacific Islander	98	Don't know
12	Hawaiian	99	Did not ask

(Note: Software will hard code "99" if first race question identified non-Pacific Islander race.) Valid codes are listed numerically. Call Record Form screens list choices to match the order on the Recipient Eligibility Form.

Q14   What is the highest grade in school that you have completed?

(pull down menu - click on menu item to enter code)

1	Grade school	4	Some college	97	Refused
2	Some high school	5	College graduate	98	Don't know
3	High school graduate	6	Post-graduate training	99	Did not ask

P7   Thank you for answering these questions. Please call the telephone numbers I gave you. If you have a breast problem, we urge you to see a doctor right away.

If caller had breast exams less than a year ago and does not want Pap:
P21   Thank you for answering these questions. Please call us again 1 year after your last breast exam.

Transition to eligibility script:
P8   Thank you for answering these questions, Now, I'd like to tell you about Cancer Detection Programs: Every Woman Counts, which provides breast check ups (and/or Pap tests) to women throughout the state. There are some requirements necessary to qualify, based on age, income, and medical coverage so I'll need to ask you additional questions that will help complete your application.

The following are questions that we're asking to complete eligibility screening.
Except for the question about age and family size, possible responses are:
1= yes (more)   2=no (less)   97=refused   98=don't know   99= did not ask

(Note: *"99- Did not ask"* is not an allowable entry but will be autofilled by software in certain circumstances. *"97- Refused "and "98- Don't know"* will require us to tell the caller to call back

and will bring us to the Disposition screen to code that.)

Q15   Can I please have your date of birth?

Ask birth date for person interested in free services. If caller does not know date of birth, ask age. OK to use age if caller does not know DOB.
Confirm Age if DOB is given.
Note: At this point, preliminary eligibility is determined by caller's age. If caller is under 40 (for breast exam) and 25 (for Pap test), script box will appear discussing ineligibility due to age and software will take you to disposition screen.

If caller is not seeking screening, thank caller for answering demographic questions and go to Disposition screen.

Ineligible script due to age: for callers wanting breast exam only:
P9   I'm sorry, this program only covers women age 40 and over. I can give you the phone numbers for your regional partnership and the Cancer Information Service. They may have other referrals in your area.

Give the numbers for the Partnership, CIS, and F-PACT and proceed to ending script.
P10   Again, thank you for calling. Please call the telephone numbers I gave you. If you have a breast problem, we urge you to see a doctor right away.

Ineligible script due to age: for callers wanting Pap test only:
P11   I'm sorry, this program only covers women age 25 and over. I can give you the phone numbers for your regional Partnership, the Cancer Information Service, and F-PACT. They may have other referrals in your area.

Give the numbers for the Partnership, CIS, and F-PACT and proceed to ending script.
P12   Again, thank you for calling. Please call the telephone numbers I gave you. If you are having any problems, we urge you to see a doctor right away.

Ineligible script due to age: for callers wanting both breast exam and Pap test:
P13   I'm sorry, to receive the free breast exam, women must be 40 years old and over. I can give you the phone numbers for your regional partnership and the Cancer Information Service. They may have other referrals in your area. If you have a breast problem, we urge you to see a doctor right away.

If caller is initially calling for breast only, is 25-39 years old and lives within 50 miles of a Pap Provider:
Q16   However, you may be eligible for a Pap test. The Cancer Detection Program is now offering free Pap tests to eligible women. To clarify, a Pap test, which is often called a Pap smear, is when a doctor or nurse takes a sample of cells from the cervix inside the vagina during a cervical or pelvic exam to check for cervical cancer. Would you like me to find out if you're eligible for a Pap test?
1=yes   2=no   97=refused   98=don't know   99= did not ask

If caller is initially calling for breast only, is 40 years old and lives within 50 miles of a Pap

Provider, ask the following 5 questions.

Q17   The Cancer Detection Program is now offering free Pap tests to eligible women. To clarify, a Pap test, which is often called a Pap smear, is when a doctor or nurse takes a sample of cells from the cervix inside the vagina during a cervical or pelvic exam to check for cervical cancer. Would you like to find out if you qualify for both a breast exam and a Pap test?
1=yes   2=no   97=refused   98=don't know   99= did not ask

If caller is 40 years old or over and is calling for Pap test only:
P14   You may also qualify for a free breast exam. Would you like a free breast exam as well?

If also yes to breast, ask Q4-A and Q4-B, and then Q18. If breast exam was less than a year ago, go to P1 and then proceed with eligibility for Pap.

Q18   Have you had a free Pap test through this Program before?
1=yes   2=no   97=refused   98=don't know   99= did not ask

Q19   What is the total number of family members living together? (Only count applicant, spouse, and children aged 20 or younger.)

Once this number is entered, the next question will fill in dollar amounts (see below).

If don't know, refused, did not ask
P20   I'm, sorry, but this information is needed to determine your eligibility for the program. Please call us back when you have the information. Go to Disposition screen.

Q20   Is the total gross monthly income of your household from all sources more than, less than, or equal to (*insert amount for 200% of poverty level)*
Only count income from applicant, spouse, and children aged 20 or younger
1= more   2=less or equal to   97=refused   98=don't know   99= did not ask

Once the number of persons living in household is entered, the dollar amount for what constitutes 200% of income appears (note: the "200%" will not appear). At this point we will ask the caller if their household income is more than, less than, or equal to the amount now showing on that line.

Income ineligible script
When caller is income ineligible a pop up window appears that contains the income ineligible script. Software will then take user to Disposition screen.
P15   I'm sorry, but based on the information you've provided, you are not eligible for this program due to your income. This program is designed to serve women whose income is equal to or less 200% of poverty. I can give you the phone numbers for your regional partnership and the Cancer Information Service. They may have other referrals in your area. If you have a breast problem, we urge you to see a doctor right away.

If don't know, refused, did not ask

P20   I'm, sorry, but this information is needed to determine your eligibility for the program. Please call us back when you have the information. Go to Disposition screen.

Q21   Do you have medical coverage or health insurance?
This question is asked of all eligible women whose income is less than 200% of poverty level.
1=yes   2=no   97=refused   98=don't know   99= did not ask

(If answer is "no", software will skip the next three questions, autofill them with "9" and take user to the eligible screen.)

(If "yes," ask the next 3 questions.)

If don't know, refused, did not ask:
P20   I'm, sorry, but this information is needed to determine your eligibility for the program. Please call us back when you have the information. Go to Disposition screen.

Q22   Is your medical or health coverage a government plan?
This is a follow up question for callers who answer "yes" to previous question.
1= yes   2=no   97=refused   98=don't know   99= did not ask

(If answer is "no", software will skip the next question about type of government plan, autofill it with "9" and take user to the question about out of pocket cost.)

Q23   What type of government plan do you have?
1=Medi-Cal   2=Military   3=Medicare Part B   4=F-PACT   5=Other
     97=refused   98=don't know   99= did not ask

Q24   If you needed to see your doctor today for a breast check-up (and/or Pap test), would you have to pay any cost out of your own pocket (share of cost, co-pay, deductible)?
1= yes   2=no   97=refused   98=don't know   99= did not ask

(If answer is "no", software will autofill "9" for the next question and skip it. A pop up window appears that contains the health coverage ineligible script and software will take user to disposition screen.)

Ineligible script due to health coverage:
P16   I'm sorry, but you are not eligible for this program on the basis of your health coverage, since the program is designed to serve women who have no coverage or can't afford the co-payment. I can give you the phone numbers for your regional partnership and the Cancer Information Service. They may have other referrals in your area. If you have a breast problem, we urge you to see a doctor right away.

If don't know, refused, did not ask:
P20   I'm, sorry, but this information is needed to determine your eligibility for the program. Please call us back when you have the information. Go to Disposition screen.

Q25   Can you afford to pay your portion of the cost?
1= yes   2=no   97=refused   98=don't know   99= did not ask

(If answer is "yes", a pop up window appears that contains the health coverage ineligible script and software will take user to the disposition screen. If answer is "no", caller is eligible and a pop-up window appears that contains the eligible script. Software will then take user to the eligible screen.)

Ineligible script due to health coverage:
P16   I'm sorry, but you are not eligible for this program on the basis of your health coverage, since the program is designed to serve women who have no coverage or can't afford the co-payment. I can give you the phone numbers for your regional partnership and the Cancer Information Service. They may have other referrals in your area. If you have a breast problem, we urge you to see a doctor right away.

If don't know, refused, did not ask:
P20   I'm, sorry, but this information is needed to determine your eligibility for the program. Please call us back when you have the information. Go to Disposition screen.

Eligible script:
P17   Based on this information, you do qualify for a free breast exam and mammogram (and/or Pap test). I will be sending you a list of doctors in your area and an eligibility form, which we will now fill out. I will be asking a series of questions for this form.   If there are any questions that you do not want to answer, that's fine. Please be assured that we only share this information with our health care providers and the people who run the program. Is this ok with you?

Caller information
The following information is recorded for all eligible callers:
First name
Middle initial
Last name
Address
City
State (automatically entered)
Zip code
Social security number
Primary phone   (This is the number the caller prefers to be called at. Leave blank if same as home phone.)
Secondary/contact phone
Stand in Person (name of caller if different from applicant)

Q26   Do you currently have a health care provider whom you see for medical services?
If yes, proceed to the next question.
1=yes   2=no   97=refused   98=don't know   99= did not ask

Q27   If this provider is part of our program, would you like to go there for your breast exam (and/or Pap test)?
1=yes   2=no   97=refused   98=don't know   99= did not ask

Check to see if CDP provider - if so, inform caller and refer caller back to provider (to maintain doctor/patient relationship) and enter provider id #.
If "no doctor or clinic" or caller prefers to go to another provider, offer to refer to up to 3 providers from the CDP Provider Database and enter provider id #'s.

Pop-up script box:
P18   There are a number of providers in your area. We will be mailing you an application form and list of providers, which you should receive in a few days. When you receive it, you will need to call one of the providers on the list to arrange an appointment for a breast exam (and/or Pap test). They will then coordinate the referral for the mammogram.

Q28   Also we would like to call you back in two weeks to find out if you have made your appointment. Is this ok with you?
1=yes   2=no   97=refused   98=don't know   99= did not ask

Q29   When we call back, is it ok for us to identify ourselves as calling from the State Cancer Detection program?

1=yes   2=no   97=refused   98=don't know   99= did not ask

First Follow up Projected Date
The program automatically generates a date (today's date plus 14 days). If caller prefers to call at some other date, enter that date.

Q30   Preferred Call Back Time
Our hours are from 9am to 7pm. What is the best time for us to reach you?

AM=0900-1200   PM=1200-1700   Eve=1700-1900   Anytime

Eligible Closing:
P19   Thank you for calling our program. We will be sending you the following: a Recipient Eligibility Form, a list of providers, and a cover letter explaining what you need to do to obtain services. This information packet will arrive in a few days. You will need to call one of the providers to arrange an appointment. When you call, ask for a clinical breast exam (and/or Pap test) under the Cancer Detection Programs: Every Woman Counts. It is very important that you bring your forms with you on the day of your appointment. Please do not fill out any portion of these forms before you go for your appointment. You will be enrolled into the program at the doctor's office. They will provide you with additional form(s) that you will take to the mammography center. Thank you for calling. Please feel free to call us back if you have additional questions. We are open from 9AM to 7PM, Monday through Friday.

Set End Call
Press this button when call ends and the time the call ended appears in the box. This field can be modified. Note that colon is "hard coded".

Disposition screen

Selecting the Disposition tab on Screen 1 when caller indicates that they are not interested in receiving a free breast check up (and/or Pap test) accesses this screen.

Disposition for people not wanting screening
This is a multi-response variable that allows you to code 2 responses to the caller. The response options are:
Disposition1
1   Referred to 800 number for providers
2   Referred to regional Partnership(s)
3   Printed/mailed duplicate CDP application form
4   Referred to State CDP staff
5   Provided information only, no referral
6   Referred to CIS
7   Referred to Pap test providers
8   Call back CDP (For callers without necessary information)
10   Referred to additional providers
11   Other
12   Hang-up
13   Eligible caller, refused services
14   Referred to Treatment (BCCTP)
15   Referred to F-PACT

Disposition2
1   Referred to 800 number for providers
2   Referred to regional Partnership(s)
3   Printed/mailed duplicate CDP application form
4   Referred to State CDP staff
5   Provided information only, no referral
6   Referred to CIS
7   Referred to Pap test providers
8   Call back CDP (For callers without necessary information)
10   Referred to additional providers
11   Other
12   Hang-up
13   Eligible caller, refused services
14   Referred to Treatment (BCCTP)
15   Referred to F-PACT

Set End Call
Press this button when call ends and the time the call ended appears in the box. This field can be modified. Note that colon is "hard coded".